Catawba County Technology Metrics – FY2010/2011

Organization

- Number of full time personnel: 1116.28
- Number of full time IT personnel: 23.80
- Number of IT personnel as percent of total employees: 2.46%
- IT personnel cost as a percent of IT budget: 51.11%
- IT spending per total number of employees: $3006.08
- Total number of non-county computers supported under contract: 184
- Percent of contract labor and maintenance compared to IT budget: 26.77%

Service Level

- Number of IT users per IT employees: 46.90
- Number of IT users per IT employees (outside agencies): 7.73
- Total number of workstations: 2017
- Number of workstations supported per IT employee: 84.75
- Number of supports calls per month: 948
- Number of support calls per month per IT employee: 39.83
- Number of support calls resolved in 24 hours or less per month: 673
- Number of servers maintained: 212
- Number of servers/engineer: 26.50
- Number of website hits: 117361.50
- Number of Twitter subscribers: 678
- Number of Facebook followers: 2504
- Number of eNewsletter subscribers: 1488

Budget

- IT Budget percent of total budget: 1.66%
- Rate of IT budget change: 1.86%
- IT personnel cost as a percent of IT budget: 51.11%
- Training as a percent of the total IT budget: 1.34%
- Number of outside agencies supported under contract: 2
- Innovation Ratio: 4.18%

Applications/Operation System

- Number of major applications: 76
- Number of minor applications: 129
- Number of in-house developed and supported applications: 19
- Number of different vendor operating systems: 8
- Number of locations servers are distributed: 5
- Amount of stored data vs. available: 23 terabytes, 1.1 terabytes available
- Virtualization percent: 93.81%

Govolution Payments and Transactions

(FY2008/09)
- Total Transactions: 13910
- Total Amount brought in: $2,404,241.82

(FY2009/10)
- Total Transactions: 18262
- Total Amount brought in: $2,967,181.44

(FY2010/11)
- Total Transactions: 21253
- Total Amount brought in: $3,284,581.51